

Thursday, October 14, 1999

Dear MRP-Business Services Customers,

As an organization that counts massive processing of data using information technology among its biggest responsibilities, MRP-BS has a very special interest in Y2K compliance. Our Minneapolis Business Site has a particularly high degree of reliance on fast and accurate compilation, transmission, and analysis of information. Everything from paying our bills to vendors and paying salaries to our employees; to maintaining an effective property management system that ensures we are good stewards of the public's investment; to providing basic human resources services, requires heavy use of information technology.

MRP-BS has another unique special concern: the management of the Riverdale Headquarters. The Riverdale facility relies heavily on a computer based security system, and as a new building, probably has a significant amount of embedded technology.

**Progress that MRP-Business Services has made in assuring Y2K compliancy:**

- Developed Y2K contingency plans to assure continuity in our critical business processes.
- Educated managers and employees on the problems associated with the Y2K transition.
- Inventoried and audited the Riverdale Headquarters facility and our Minneapolis Business Site; office equipment; and computer systems and applications.
- Requested and obtained Y2K compliance certification, whenever available, from our suppliers and vendors.
- Obtained Y2K assurances from the owners of the Riverdale Headquarters facility.
- Replaced or upgraded all computers that were not Y2K compliant.
- Remediated or replaced all of our mission critical and non-mission critical software applications, including the three major finance, personnel, and procurement systems used by our Minneapolis Business Site.
- Remediated the security system at the Riverdale Headquarters facility.
- Trained employees and customers on use of the new systems based at the Minneapolis Business Site.

**Steps to be taken include:**

- Additional training for our employees and education for our customers on use of the new mission-critical systems installed for our Minneapolis Business Site.
- Continued testing of applications, processes, and equipment.
- Refine strategies and schedules for the time immediately prior to, during and following the rollover to the new year.

The completion of installation of new finance, personnel, and procurement systems places MRP-BS in excellent shape to provide uninterrupted service on January 1, 2000, and beyond. However, we will remain vigilant and immediately address any Y2K concerns that may arise.

Sincerely,

/s/ Michael C. Gregoire  
Acting Deputy Administrator  
MRP-Business Services